



This quotation EXCLUDES (but not limited to):

Veterinary fees, Boarding (unless specified above) or any additional costs incurred
Any increase in flight costs / boarding charges beyond our control
Landing / Import taxes and charges, unless stated above

What to do next:

We will open a file on receipt of the COMPLETE SCANNED set of documents as stated below;
Signed quotation (Every page)
Pets current vaccination records - FULL PAGE SCAN of all pages with entries, including front cover page with the details of the pet & owner
Microchip certificate Sterilisation certificate Rabies Antibody test results (if applicable)
Photo of pet
Owners passport copy
Proof of payment of deposit

All of the required information can be uploaded to us by email OR via this link:

<https://www.equestriansupportservices.com/submission-of-documents>

Possible additional Charges (but not limited to):

Travel crate unsuitable (size / type) which needs to be replaced last minute
Public Holidays or out of hours charges (RM300 for Public Holiday / RM300 Unsocial hours (after 10pm, before 6am)
Extension of quarantine duration
Waiting times - please ensure your pets are ready for collection (RM50 per hour or part thereof)
The above costs can also be charged by people overseas and their charges could be considerably higher

Terms & conditions:

All personal information & data provided by you to us upon confirmation of our services is confidential.
Equestrian Support Services will not be held liable for any delays or losses due to airline route, policy or flight changes.
This quotation may change without prior notice.
Equestrian Support Services (EQSS) will do all possible to ensure the safety of your pet(s) and provide quality service, however we will not be held liable should any accident, harm, loss of pet(s), mortality or death occur whilst under our care.
EQSS reserves the right to seek veterinary attention and medical services if necessary, at the owner's expense.
EQSS holds no further responsibility once the pet(s), their documents and belongings are delivered to the airlines, or any third parties and left in their possession.
EQSS aims to treat our clients and staff with courtesy and respect at all times. EQSS reserves the right to terminate its services at any point in time when the client is deemed unreasonable, difficult or uncooperative.
In view of the above stated, the undersigned hereby releases and waives all rights to claim against EQSS and its staff, members, consultants or agents, from any and all losses, damages, costs and expenses and/or any proceedings arising thereof.

Signed:



Payment and Cancellation Policy

Deposit payment to be made upon acceptance of the quote. Remaining sum to be settled 10 days before travel - or by installments as agreed individually

Payment in agreed currency by bank transfer, or credit card (MYR) (3% surcharge applies)

Please take into consideration the bank charges of RM100 and the currency exchange rates when making full payment via overseas banks.

We have a non-refundable fee of RM600 per pet PLUS any costs incurred, should you decide to cancel after the process has commenced, all other monies paid will be refunded

Contract Acceptance & Authorisation Agreement

I have read and understand the terms and conditions as stated above. I hereby agree and accept the terms and conditions and appoint Equestrian Support Services to carry out the services as stated above

	Pet 1	Pet 2	Pet 3
Pet Name:			
Species / Breed			
Microchip #:			

Owners Name (as per passport)	
Passport Number	
Contact Tel Number	
Email	

Signed:

Date:
